



National Library – service centre for all types of libraries in Finland

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Ex Libris

Agenda

- Introduction
 - Small country, many possibilities for cooperation
- National Library as a service centre
- Work division at national level
- National Digital Library
- Conclusion

Finland

*The country of
hundreds of thousands of lakes*





Finland
338 000 m²



Latitude 60°- 70° N
As Alaska – or Siberia...





Latitude 60°- 70° N
As Alaska – or Siberia...





Some 500 000 summer cottages



Four seasons



Design – Architecture – Arts





Small country, many possibilities for cooperation

Shared services – what, why?

- **Metadata - National metadata resource (National Union Catalogue)**
 - In development for all library sectors
 - Improves work flows, efficiency and quality
 - Cost savings in description work
- **Metadata - National Digital Library (NDL)**
 - All libraries, museums and archives
 - Improved end user services
- **Servers – IT centre for research**
 - One server to run the library system for all universities and polytechnics
 - One server to run the National Digital Library (NDL) Public Interface for all libraries, museums and archives
 - Huge savings in server costs

Shared services – what, why?

- **Software – library system, union catalogue, national portal, NDL public interface**
 - One software, one installation
 - Savings in software maintenance
- **Staff – at National Library**
 - Coordination of consortia
 - Coordination of contracts needed in the consortia (hardware, software, licenses, service agreements)
 - Licensing for 100+ organisations centrally
 - Service maintenance and development
- **Collections – National Repository Library (NRL) 20 years**
 - All libraries can deposit collections at NRL
 - Has meant significant savings in collection space

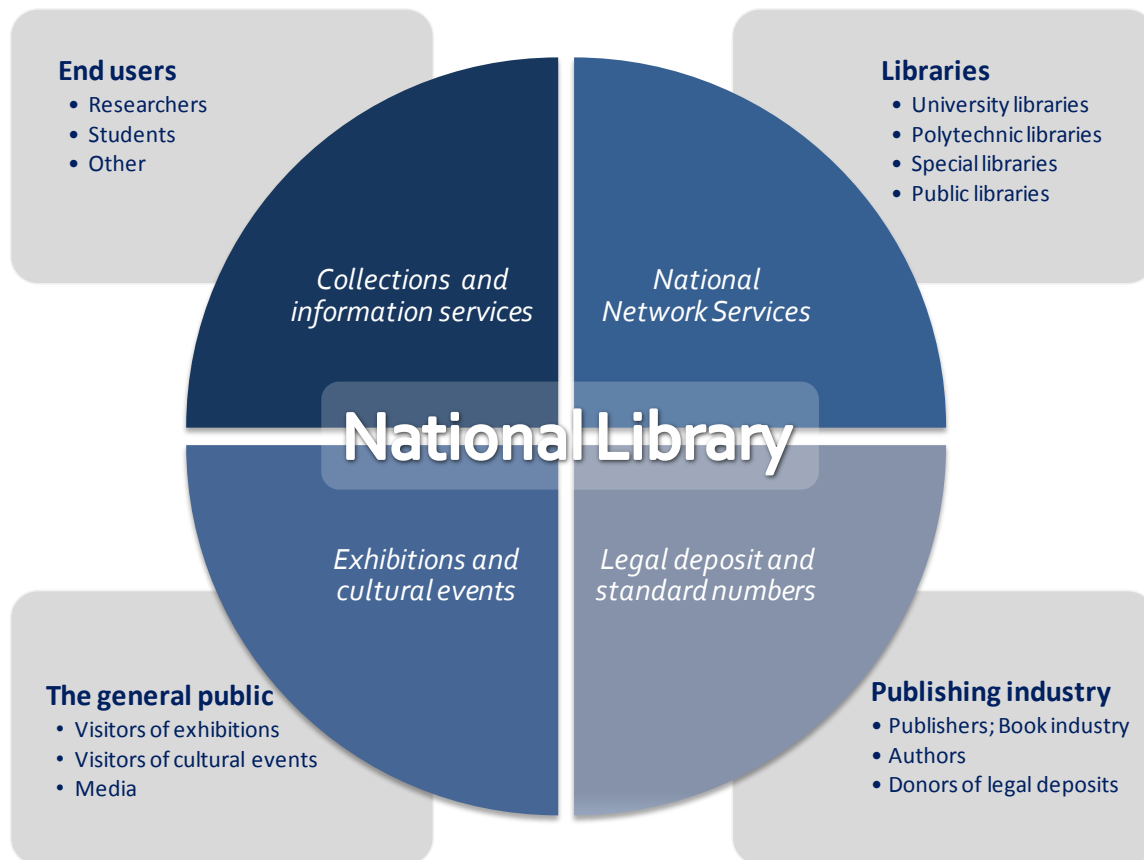
The nation's gateway to information



The nation's gateway to information



The Customers of The National Library



The Finnish Library network – organised structures to support cooperation

Facts

- 17 universities
- 25 polytechnics
- 200+ special libraries
- 19 regional public libraries;
300+ municipalities



The Library Network

- The network consists of 4 library sectors
 - Universities, polytechnics, special libraries and public libraries
- Each sector has organised its own activities
 - Council + working committee structure
 - Each sector has a chair person and a secretary
- 2 library consortia in the country
 - Linnea – library system
 - FinELib – national licensing and national portal



What the libraries expect from the National Library?

- High quality and cost effective services
- Partnership as a working model
- Good evaluation and feedback systems
- Professional management of central services



National Library as a service centre for the Finnish Libraries

National funding for the central services

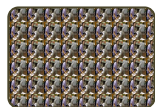
- Annual funding ca 8 million EUR
 - Permanent funding ca 4,5 million EUR (Ministry of Education and Culture)
 - Project funding ca 3 million EUR (Ministry of Education and Culture)
 - Other ca 0,5 million EUR (member organisations)
- What it covers?
 - Content – e-licenses
 - Staffing costs
 - Hardware and software
 - Space
 - Other costs

Services for the Finnish Libraries by NL

National Library

National Library Network Services

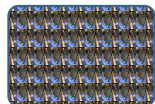
- Administration and financing
- Communication
- Training
- Research library statistics
- Service and customer surveys



Licensing of e-content



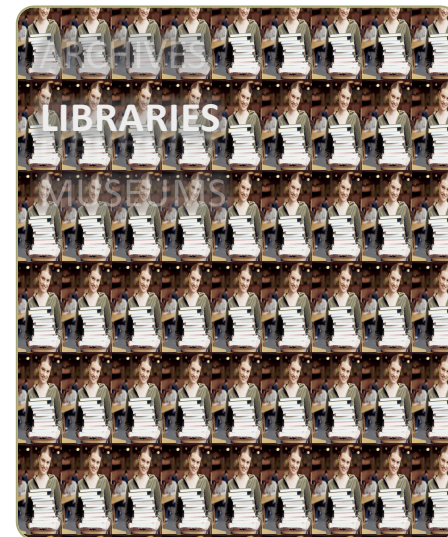
National Digital Library



Library systems services and databases

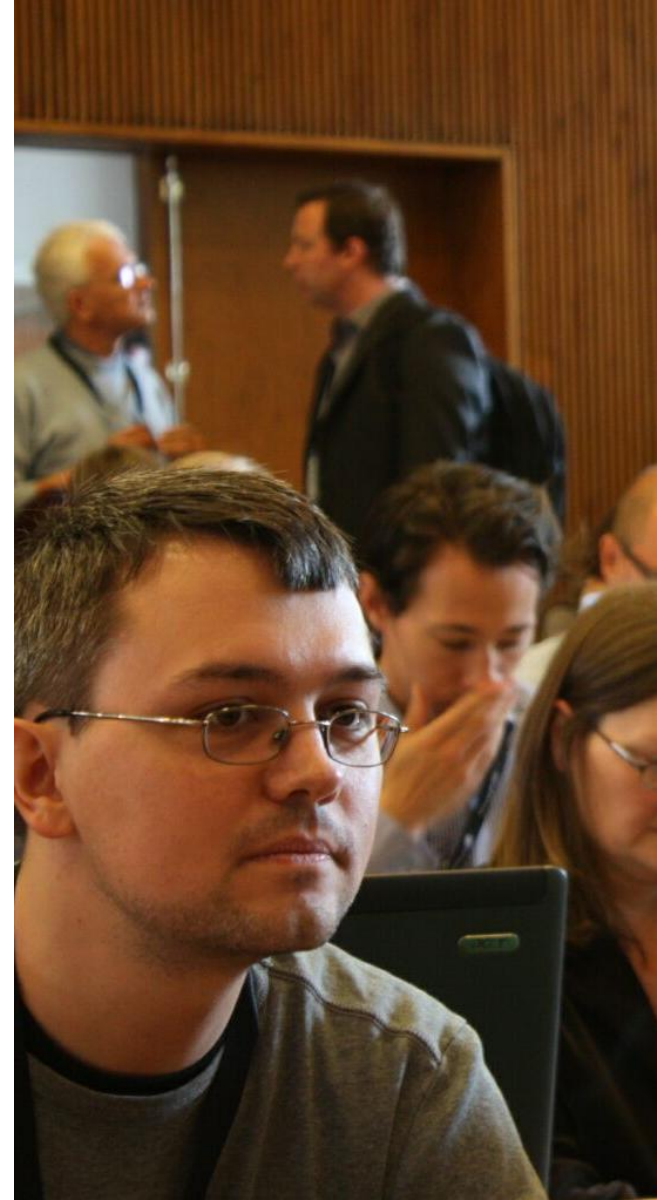


Institutional repositories



FinELib – national licensing of e-content

- Defined as a research infrastructure
- License agreements on Finnish and international electronic material, especially scientific journals
- Members include Finnish universities, polytechnics, public libraries, various research institutes and special libraries (over 100 organisations)



Consortium	Over 100 organisations All universities, polytechnics and public libraries, ca 40 research institutes
Content	30 000+ e-journals 300 000+ e-books Reference books(332), databases (154), citation management tools etc. 60+ contracts
Usage	19,5 mill article downloads
New development	Integration with research evaluation

Library Management Systems Services – LMS and National Union Catalogue

Customers	All universities All polytechnics Research institutes
Server	One server hosted by IT Center for Science (Library systems + national portal software+ NDL)
Coordination and Support	Coordination and guidance by NL
New development	Service and system architecture

Indicator	University	Polytechnic	Public library
Article downloads (FinELib 2008-2009)	+ 15%	+ 61%	+ 35%
FinELib share of e- acquisitions	79%	60%	Information not available
Efficiency of cataloguing (copy cataloguing of new material)	80%	63%	Information not available

Customer surveys – results

- Customer surveys: the satisfaction of libraries with the services provided by the National Library
 - (2006), 2008, 2010, next in 2012
- Results: The services are very important to libraries (ranking 3,35-3,44 out of 4)
- Action plan made after each survey to improve critical services
- Satisfaction (scale 1-4; 4 very satisfied)
 - 2008 2,88
 - 2010 **2,99**

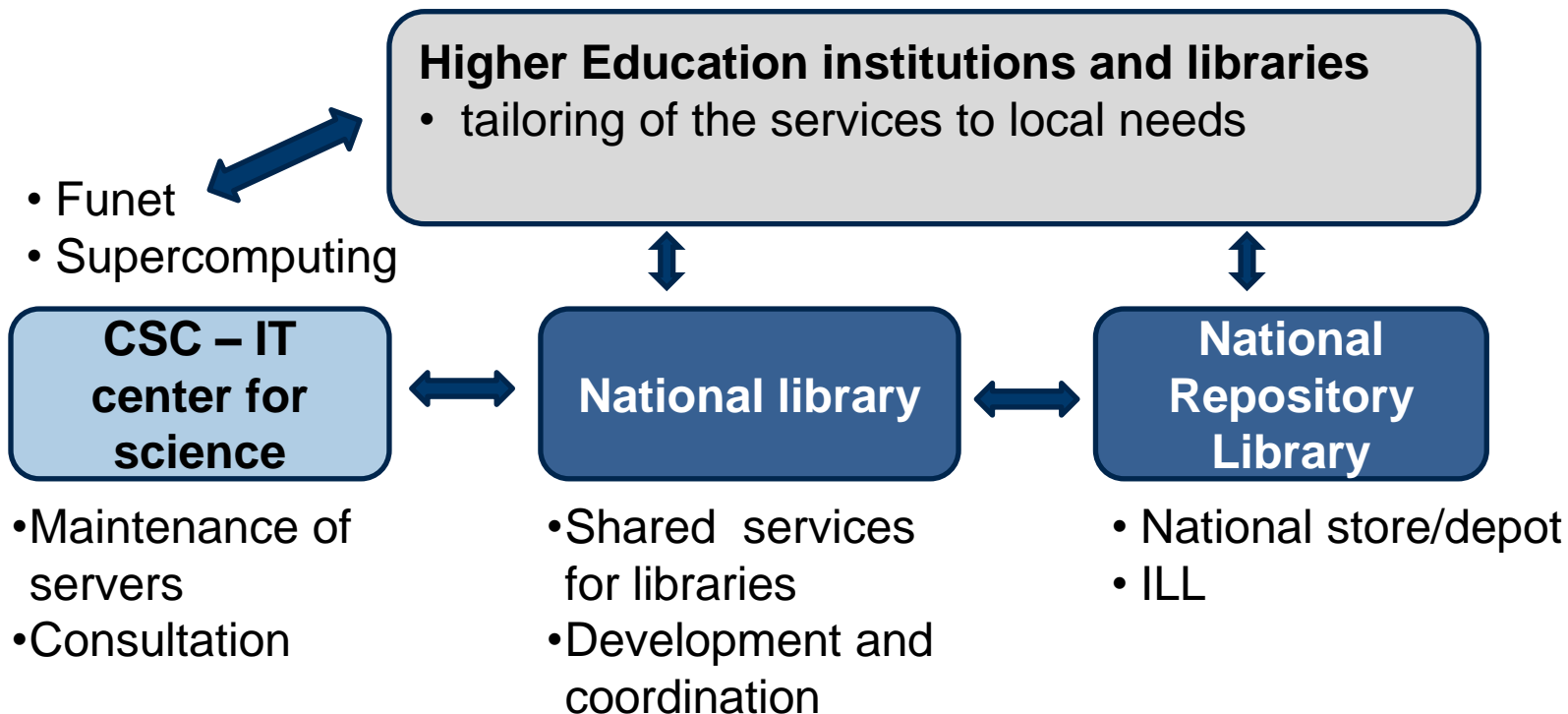


Steering of centralised services

- Memorandum of Understanding
- Service contracts: Member – NLF
 - NLF signs on behalf of the members related contracts (eg. license agreements, hardware & software agreements)
- Steering groups
 - Library sectors represented
 - Ministry of Education and Culture represented
 - Rules defined
- Groups of specialists
- Ad hoc groups

Work division at national level

Higher Education (HE) libraries and national service providers in Finland



International evaluation of National Library

Striking Achievements

- Over the past decade the Finnish library sector has succeeded in building up a comprehensive and **impressive information infrastructure across all library sectors, based on strong consortia and centralised services**, for the benefit of all participating libraries. This is a striking achievement and rather unique internationally, although the same approach can also be seen in some other European countries. **This would not have been possible without the proactive support from the Ministry of Education and Culture, inspired by a future oriented policy vision.**
- The demanding role of the National Library of Finland (NLF) has been to build up, develop and coordinate a variety of consortia, centralised services and networks on behalf of different stakeholders. The leadership and staff of the NLF performed this role successfully, which is a major achievement.

The Future Perspective as a Point of Departure

- The point of departure for the evaluation was the future perspective. The relative weight of digital resources will continue to grow, whereas at the same time the use of printed sources may still go down, but will not disappear. Accordingly, the demand for cross sector networks, consortia and centralised services will continue to grow as well. This future development will intensify the need for a close cooperation within and across sectors and will raise the demands on communication mechanisms with all stakeholders. In order to meet those challenges the NLF needs ample scope for manoeuvring and adapting to new situations. Proactively responding to the digital development, the future of the NLF can be envisioned as an opportunity to develop further a nation wide infrastructure that offers integrated access to digital content and digitised cultural heritage material, relying on centralised services and a harmonised architecture, actively linked in with the international information infrastructures

Recommendations

- Past achievements and future challenges
- Strengthening gradually the relative autonomy of the NLF within the University of Helsinki conglomerate
- **Permanent development of the dialogue with stakeholders**
- **Digitisation, National Digital Library and long-term preservation**
- **Merging of the NLF with the National Repository Library**
- The challenge of balancing between traditional tasks and running innovative projects
- The need for upgrading the physical facilities in the NLF
- Developing further the Friends of the National Library network

Conclusions

- According to the international evaluation there is an impressive information infrastructure across all library sectors
- Dialogue between the Ministry of Education and Culture, different library sectors and National Library is open and active; many channels
- The libraries in Finland are able to share core services
- Work division between libraries and national service providers has been agreed on and is developed
- The libraries network in Finland is well organised
- Archive and museum networks need to be organised
- National Library is a service centre for the libraries network and becoming a service centre also for archives and museums
- Information technology provides new possibilities to support research, learning and human development
- Cooperation, openness and innovation are the key success factors.



